

	CELLPHONES/MOBILE DEVICES & MOBILE TECHNOLOGY	Operations Order 5.2.00
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1. PURPOSE

A. To establish guides for the use, care and management of cellphones, smartphones, mobile devices, or mobile technology provided by the Department.

- The use of Department-issued cellphones or mobile devices for any purpose other than in accordance with City and Department policy is prohibited.

B. Administration

(1) Department issued cellphones or mobile devices are for official city business and shall be used responsibly.

- Phone calls, texts, or any other method of communication made from Department devices will **only** be made for official City business.

(2) Use of Department cellphones or mobile devices to correspond, purchase, search or for any use of personal services not specifically authorized for City business is prohibited.

(3) Employees using Department-issued devices or equipment have no expectation of privacy in the use of the devices/equipment.

(4) Employees shall only use Department-issued cellphones or mobile devices in accordance with this policy, as well as applicable City Administrative Regulations (ARs) and all other applicable City policies (security, computer use protocols, social media, code of conduct, use agreements, etc.).

(5) Information generated on, processed by, or stored in a Department's cellphone or mobile device used to conduct official City business, as well as all related billing records, may be required to be produced to a member of the public pursuant to Arizona public records laws (Arizona Revised Statute [\(ARS\) 39-121 through 39-122](#)), a prosecuting agency request, or court order.

(6) Evidentiary recordings, such as photographs, audio or video recordings, and defense interviews, shall not be captured or stored on a personal mobile device.

2. OPERATIONAL GUIDELINES

A. Equipment - Cellphones and related equipment will be issued at the Police Chief's discretion and will remain in an employee's possession until turned in or reissued.

(1) Users shall not alter (including the color of the cellphone), remove, dismantle, or tamper with any hardware or software component.

(2) Only approved or issued cases for cellphones by the Department will be utilized.

B. Equipment Inspection - Prior to use each shift, employees will:

- Ensure their cellphone is adequately charged.
- Inspect the cellphone and accessories to ensure there is no visible damage and the device is in good working order.

* Any Visible damage or concerns about the functionality of the equipment will be brought to the attention of the user's/employee's immediate supervisor as soon as it is practical.

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2. B. **NOTE:** In the event the cellphone or mobile device is lost or stolen, the employee will notify their supervisor and shall call the Information Technology Bureau (ITB) helpdesk, as soon as practicable, to report the loss in order to preserve the security of the data and resources.

3. **CELLPHONE PROCEDURES**

- A. Employees will review [Administrative Regulation \(AR\) 1.64](#), City Policy on Cellular Equipment and Service and will sign the City of Phoenix Policy on Cellular Equipment and Service Employee Receipt located in the back of the AR.
- The original will be filed in the employee's division file, and a copy will be given to the employee.
- B. Rules Governing Use of City and Personal Cellular Phones While On Duty - In addition to the policies outlined in [AR 1.64](#) the following will apply to Department personnel:
- (1) While on-duty, personal calls will be limited to matters that require immediate attention; these calls will be brief, kept to a minimum, and will not distract employees from their assigned duties.
 - On-duty use of cellphones or mobile devices must not interfere with the completion of the employee's job responsibilities.
 - (2) Employees will not use cellphones or mobile devices on duty to conduct off-duty, business-related activity.
 - (3) Employees are required to supply their immediate supervisor with the phone number of all cellphones and/or mobile devices carried on duty.
 - (4) Any employee assigned a City cellphone or mobile device will turn their phone/device in to their immediate supervisor upon transfer to another squad/detail not currently issued cellphones or upon separation from the Department.
 - Supervisors will ensure issued City cellphones and their accompanying accessories are accounted for and are in proper working order.
 - Supervisors will also be responsible for securing returned cellphone or mobile device equipment until re-issued to an incoming employee or forward the cellphone or mobile device to the appropriate personnel assigned to inventory the devices and oversee accounts.
 - (5) Cellphones or mobile devices are issued to individual employees and are associated with the employee's City e-mail, calendar, and other applications approved by ITB.
 - Each cellphone or mobile device is configured with the City's authorized mobile device management (MDM) application.
 - (6) The following general rules for the use of cellphones or mobile devices shall be adhered to (specific units may require modifications to the below due to the performance of their assigned duties as approved by their supervisor):
 - (a) The mobile device management (MDM) application will not be removed from any Department-issued cellphone or mobile device
 - Removal of the application may result in the smartphone being wiped and disabled.

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3. B. (6) (b) Employees shall not access the manufacturer's application store or download applications, free or paid, from any public accessible application store or site on the internet.

NOTE: Employees may download approved applications from ITB.

- (c) Employees shall reimburse the Department for all unauthorized toll calls (international, collect, etc.) made and received on Department-issued cellphones or mobile devices.
- (d) All terms and conditions set forth by the City, Department, wireless carrier, and manufacturer shall be abided by.

(7) Use of Mobile Electronic Devices While Operating a Motor Vehicle

- (a) Employees shall only use hands-free mobile electronic devices while operating a motor vehicle.
- Use of such devices in and outside the scope of official duties shall be in accordance with applicable laws and sound judgement.
- (b) Emergent situations may occur which do not allow for hands-free communication, in these instances caution and good judgement should be exercised.

C. Billing and Inspection

- (1) The Fiscal Management Bureau will distribute monthly cellphone bills to the bureau/precinct commanders/administrators to review and ensure each cellphone and mobile device is assigned to the appropriate user ID/employee and cost center.
- (2) Upon request, monthly cellphone bills will be forwarded to the division chief for periodic or random inspection.

D. Digital Evidence Collection and Storage

NOTE: Specific units may require modifications to the below due to the performance of their assigned duties as approved by their supervisor.

- (1) Only City-issued cellphones will be used for evidentiary photography, or audio and video recordings.
- Refer to [Operations Order 5.8.05, Photographs and Audio /Video Recordings](#), and [Operations Order 5.1.01, Axon® Capture and Evidence.com Procedures](#).
- (2) Only cameras or digital audio recorders authorized by the Forensic Imaging Unit are permitted to be used for evidentiary purposes.

Last Organizational Review: